


## RETA/eRETA Digital Signature Enhancements

In this Quick Reference Guide, we will preview how GSA customer agencies can utilize the RWA Digital Signature Solution integrated with RETA/eRETA. The digital signature solution can be used regardless if customer agencies use eRETA to submit RWAs to GSA or if they fill out the RWA 2957 Form PDF.

*Last revision: 4/25/2017*

### **Summary of RETA/eRETA Digital Signature Solution**

This User Guide introduces external customer agency users to the RWA Digital Signature Solution that allow for customer agencies to digitally sign RWAs. This user guide will provide instructions and screenshots on *how* to apply a digital signature to any new or amended RWA. Definitions for numerous fields are available in eRETA by clicking on the linked field title to launch the eRETA Glossary. Searchable fields can be drilled down through the magnifying glass symbol  within eRETA.

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## RETA/eRETA Digital Signature Enhancements

### 1) Integrated Digital Signature Solution

RETA/eRETA has teamed up with the Digital Signature Solution (DSS) team who was tasked with developing an enterprise-wide digital signature solution for multiple GSA applications. RETA/eRETA was the first GSA-PBS application to pilot the new functionality and is now the first to go-live with this integrated solution. The DSS team has utilized e-SignLive (eSL) software as the delivery agent for the RWA Program's digital signature solution.

**A high level overview of the digital signature workflow is outlined in the following bullets:**

- The Customer Agency Fund Certifying Official will have the option to digitally sign or manually sign block 18A. GSA encourages use of the digital signature functionality but is not requiring customer agencies to utilize it at this time.
- The GSA-PBS Approving Official will be required to use the digital signature functionality to sign block 28A. There will no longer be a manual, pen and ink signature option for PBS signatures.
- Instead of gathering signatures "in the middle" of the process, all RWA information must be entered and validated in RETA first. Once done, the GSA Data Entry user will route the RWA for digital signature(s) by selecting the "Request Signatures" button on the "PBS Approval" tab.
- Customer and GSA signers will receive an email from eSL which will provide a link for them to apply their digital signature.
- Signers do NOT need RETA/eRETA access to apply a digital signature
- Once all signature(s) are applied, eSL sends the completed 2957 Form back to RETA/eRETA. RETA submits the RWA to GSA's financial management system (Pegasys) and uploads a copy of the signed 2957 Form to the RETA Documentation Tool. Lastly, RETA sends an email to the GSA Data Entry user who initiated the request for signatures to inform them they can now send the RWA Acceptance Letter.

28A. GSA Approving Official's Signature

e-Signed by Steve Sacco  
on 2017-03-01

28C. GSA Approving Official's Phone Number

(202) 208-6177

28D. GSA Approving Official's Name

Steve Sacco

Digital Signature name and time stamp on the RWA 2957 Form

## RETA/eRETA Digital Signature Enhancements

### 1a) Customer Agency Signature Options (for new RWAs)

The Customer Agency Fund Certifying Official will have the option to digitally sign or manually sign block 18A. GSA encourages use of the digital signature functionality but is not requiring customer agencies to utilize it at this time.

#### 1ai) "Electronic Signature Request" Option

If the customer agency opts to sign block 18A electronically, they can denote this request in block 18A or 18C of the RWA 2957 Form by writing "request to sign digitally" instead of signing their name. Alternatively, if the customer agency is using the new eRETA data entry capabilities to enter their RWA into the RETA/eRETA application directly, they would select the "Electronic Signature Request" radio button on the "Customer Approval" tab (see below).

When the Electronic Signature Request Option is selected, RETA/eRETA will only require the email address of the Fund Certifying Official. This individual will receive an email to apply his/her signature once the RWA is routed for signatures by GSA. The signature status will display as "Not Yet Signed" and the signature date will remain blank until the digital signature is applied.

The screenshot displays the 'Customer Approval' tab in the RETA/eRETA application. The interface includes a sidebar with navigation links: CUSTOMER INFORMATION, BILLING INFORMATION, ACCOUNTING DETAILS, CUSTOMER APPROVAL (highlighted), PBS INFORMATION, AUTHORIZING DETAILS, and PBS APPROVAL. The main content area shows the 'WR/RWA Number: N1631708', 'Status: Pending New', and 'Input Code: A'. A message states: 'Please complete this screen if entering a new RWA or processing an amendment that requires a new signature.' Below this, there is a 'NEW' button and a link to 'Click here for signature option instructions'. Two radio buttons are present: 'Electronic Signature Request' (selected) and 'Manual Signature'. The 'Electronic Signature Request' section is highlighted with an orange box and contains the following fields: 'Signature of Fund Certifying Official' (dropdown menu showing 'Not Yet Signed'), 'Fund Certifying Official' (text input with 'john.doe@gov.gov'), 'Name of Signer' (text input with 'Doe, John'), 'Certifying Official's Phone' (text input with '(202) 555 - 1234 Ext'), and 'Date' (calendar icon). A 'Print Form 2957' button is also visible. At the bottom, there is an 'Upload New' button and a table with columns: Document Type, Document Name, Upload Date, and Delete. The table currently shows 'No records found'.

Customer Approval tab with the Electronic Signature Request radio button selected

## RETA/eRETA Digital Signature Enhancements

### **1a ii) "Manual Signature" Option**

If the customer agency opts to manually sign the RWA 2957 form in block 18A (aka, pen and ink signature) they should sign the form as usual and send page 1 of the RWA 2957 Form once fully complete and signed. Alternatively, if the customer agency is using the new eRETA data entry capabilities to enter their RWA into the RETA/eRETA application directly, they would select the "Manual Signature" radio button on the "Customer Approval" tab and then upload a scanned copy of the manually signed RWA 2957 Form into RETA/eRETA.

When the Manual Signature Option is selected, RETA/eRETA will require the RETA/eRETA user to indicate that the signature status is "On File" (meaning a signed copy exists and has been uploaded into RETA/eRETA or emailed to GSA). Furthermore, the Fund Certifying Official email address (block 18D) and the Fund Certification Signature Date (block 18B) must be filled out in the appropriate RETA/eRETA fields. The values must match identically between the manually completed and uploaded RWA 2957 Form and what was entered in RETA/eRETA.

CUSTOMER INFORMATION

BILLING INFORMATION

ACCOUNTING DETAILS

CUSTOMER APPROVAL

PBS INFORMATION

AUTHORIZING DETAILS

PBS APPROVAL

Customer Approval

WR/RWA Number: N1631708

Status: Pending New

Input Code: A

Read-Only View

Please complete this screen if entering a new RWA or processing an amendment that requires a new signature.

\* Required Fields

NEW Click here for signature option instructions

Electronic Signature Request

Manual Signature

Signature of Fund Certifying Official

Signature on File

Fund Certifying Official

john.doe@gov.gov

Name of Signer

Doe, John

Certifying Official's Phone

(202) 555 - 1234

Ext

Date

03/01/2017

Print Form 2957

Upload New

Document Type	Document Name	Upload Date	Delete
No records found			

Customer Approval tab with the Manual Signature radio button selected

## RETA/eRETA Digital Signature Enhancements

**1b) GSA Digital Signature Required (for new RWAs)**

The GSA-PBS Approving Official will be required to use the digital signature functionality to sign block 28A. There will no longer be a manual, pen and ink signature option for PBS. On the “PBS Approval” tab, RETA will only require the email address of the GSA-PBS Approving Official. This individual will receive an email to apply his/her signature once the RWA is routed for signatures. The signature status will display as “Not Yet Signed” and the signature date will remain blank until the digital signature is applied.


*NOTE: The RWA Acceptance/Start Date and Actual Substantial Completion Date (if a severable service = Yes) will continue to be required fields on the "PBS Approval" tab.*

CUSTOMER  
INFORMATION

WR/RWA Number:  
N1631708

Status : Pending New

Input Code: A

Read-Only View   
Form 2957

---

BILLING  
INFORMATION

\* Required Fields

ACCOUNTING  
DETAILS


NEW

+

Click here for signature option instructions

CUSTOMER  
APPROVAL



\* PBS Approving Official's Signature Not Yet Signed


\* PBS Approving Official steven.sacco@gsa.gov 


Date

Name Sacco, Steve

Phone (202) 208 - 6177 Ext

\* Acceptance/Start Date 03/07/2017  

Estimated Completion Date  

Actual Substantial Completion Date  

PBS  
INFORMATION

AUTHORIZING  
DETAILS

PBS  
APPROVAL

Generate Receipt Letter

Save / Validate

Request Signatures

Submit to Pegasys

Reset Form

☒ Share 2957 Form with eRETA

*PBS Approving Official signature blocks on the PBS Approval tab*



## RETA/eRETA Digital Signature Enhancements

### **1c) Digital Signature Routing (GSA Action Only)**

Instead of gathering signatures “in the middle” of the process, all RWA information must be entered and validated across all seven RETA/eRETA data entry tabs first. Once done, the GSA Data Entry user will route the RWA for digital signature(s) by selecting the “Request Signatures” button on the “PBS Approval” tab. *NOTE: the “Submit to Pegasys” button will be disabled until signatures are applied.*

CUSTOMER APPROVAL

PBS INFORMATION

AUTHORIZING DETAILS

PBS APPROVAL

\* PBS Approving Official's Signature

Not Yet Signed

\* PBS Approving Official

steven.sacco@gsa.gov

Date

Name

Sacco, Steve

Phone

(202 ) 208 - 6177 Ext

\* Acceptance/Start Date

03/07/2017

Estimated Completion Date

Actual Substantial Completion Date

Generate Receipt Letter

Save / Validate

Request Signatures

Submit to Pegasys

Reset Form

Share 2957 Form with eRETA

Request

*Signatures button will route the RWA for signatures, the Submit to Pegasys button is disabled*

A confirmation message will be presented to the GSA Data Entry user to confirm who will receive an email to apply their digital signature to the RWA. If the Customer Agency Fund Certifying Official applied their signature manually (aka pen and ink), the confirmation message will indicate that their signature was “Manually Applied” and route the signature request only to the GSA Approving Official. Clicking “Confirm” will begin the signature routing process.

WR/RWA Number:  
N1631708

Status: Pending New

Input  
Code: A

Read-Only  
View

Form 2957

Request Electronic Signature(s)

This RWA will be routed for electronic signature to the Customer Agency Fund Certifying Official and the GSA Approving Official listed below. If the customer agency elected to manually sign page 1 of the RWA 2957 Form, confirm the signed form is uploaded into RETA; in this scenario RETA will route the RWA to the GSA Approving Official only for electronic signature.

Please confirm the individual(s) below are the appropriate signatory authorities for this RWA. If either signatory authority is incorrect, click "Cancel" and edit the Fund Certifying Official or GSA Approving Official name in the appropriate pull-down menu.

Customer Agency Fund Certifying Official: **Signature Manually Applied**

GSA Approving Official: **steven.sacco@gsa.gov**

Confirm

Cancel

etter

Save / Validate

Request Signatures

Submit to Fedgasy

Reset Form

☒ Share 2957 Form with eRETA

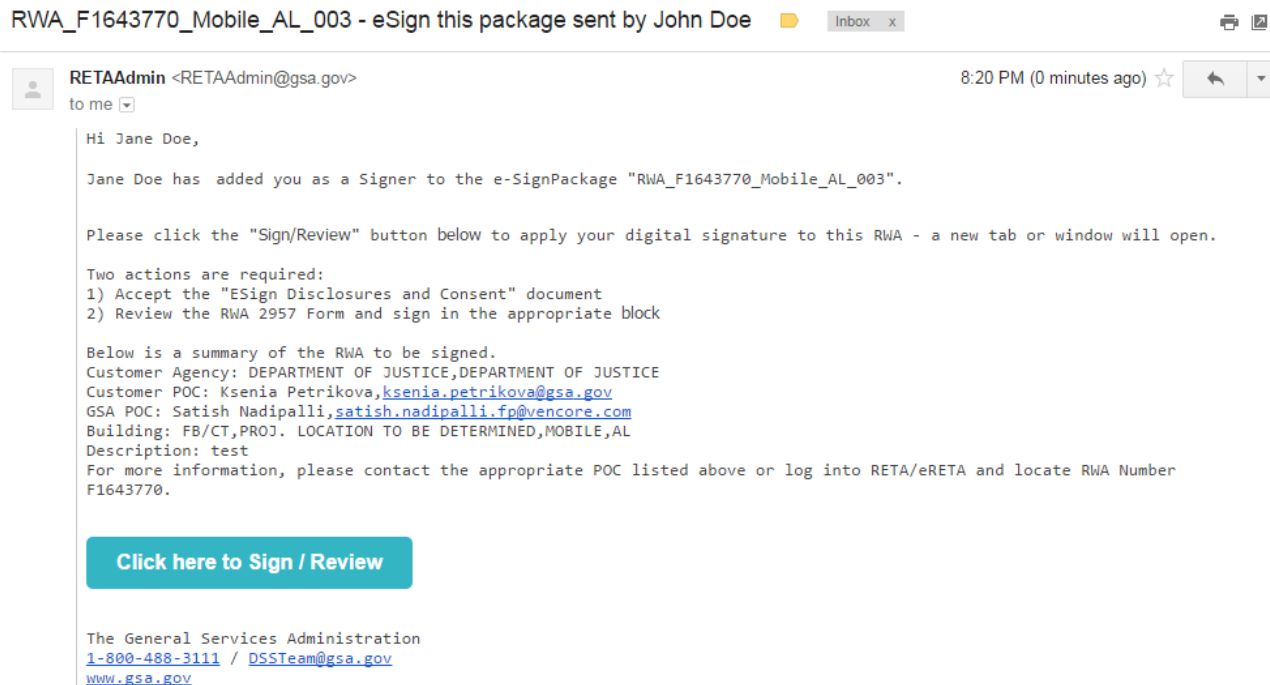
*Confirmation message of who will receive notification to apply their digital signature to the RWA*

## RETA/eRETA Digital Signature Enhancements

### 1d) e-SignLive (eSL) Automated Emails

Once the GSA RETA Data Entry user routes the RWA for signature(s), the customer agency Fund Certifying Official (if they opted in for digital signature), and afterwards, the GSA-PBS Approving Official, will receive an email from eSL to apply their digital signature to the RWA. The email will include a simple summary of the RWA they are being requested to sign, along with simple instructions on how to apply their digital signature.

If the customer agency Fund Certifying Official manually signed the RWA previously, then only the GSA-PBS Approving Official will receive the automatic email from eSL. If the customer agency Fund Certifying Official opted in to digitally sign the RWA, they will receive the automatic email from eSL first. Once their signature is applied, the GSA-PBS Approving Official will then be sent the eSL email second.



*Sample email from e-SignLive to RWA Signatory Authorities requesting them to digitally sign the RWA*

## RETA/eRETA Digital Signature Enhancements

### 1e) Applying Digital Signatures to the RWA in e-SignLive

**NOTE: RETA/eRETA access is NOT required to apply a digital signature. Signatures will be applied directly in e-SignLive which does not require a unique user ID or password.**


The process of applying a digital signature to an RWA is identical for both the customer agency Fund Certifying Official and the GSA-PBS Approving Official. The steps are as follows:

- 1) Click on the "Click here to Sign/Review" button from the automated eSL email
- 2) A new eSL tab or window will open taking the signer to an "eSign Disclosures and Consent" page where if they consent to having their digital signature captured, they will click the Agree button
- 3) Upon agreeing, eSL will take the signer to a copy of the RWA 2957 Form and guide them to apply their signature in the appropriate block. Clicking the "yellow sticky" will apply their digital signature and capture the date and time of the signature.

Once the GSA-PBS Approving Official applies his/her signature, eSL will generate an email containing a link to download the final RWA 2957 Form with all signatures applied. The email will be automatically sent to all digital signers and the GSA Data Entry User who first routed the RWA for signature.

**NOTE: If the customer agency manually signs the RWA, only the GSA signer will receive eSL emails**

Please review and sign this Document by scrolling and clicking on the "Click to Sign" or "Click to Initial" boxes as indicated by the yellow stickies.

25Z. If applicable, enter the Total Line Amount from any attached sheet(s) here		\$0.00
26. Grand Total		\$5,367.09
27A. GSA Project Contact Name Patrick Campbell		
27B. GSA Project Contact Phone Number (303) 236-2756	27C. GSA Project Contact E-Mail Address patrick.campbell@gsa.gov	
28A. GSA Approving Official's Signature 	28B. Date	
28C. GSA Approving Official's Phone Number (202) 208-6177	28D. GSA Approving Official's Name Steve Sacco	
28E. GSA Approving Official's E-Mail Address steven.sacco@gsa.gov		29. Seller/General Services Administration Business Partner Network/DUNS Number (BPN/DUNS) 177084642
<b>RWA COMPLETION AND CLOSEOUT INFORMATION</b>		
30A. Substantial Completion Date 09/30/2017	30B. Financial Closeout Date (Term Date)	

GSA 2957 (REV. 9/2016) PAGE 2

RWA 2957 Form awaiting the GSA Approving Official to apply his/her signature in e-SignLive



## RETA/eRETA Digital Signature Enhancements

### 1f) Automatic Submission of RWAs to Pegasys and Automatic Uploading of Signed RWA to RETA/eRETA Documentation Tool

Once all signature(s) are applied, eSL sends the completed 2957 Form back to RETA/eRETA. RETA/eRETA updates the signature date(s) in the appropriate field(s) of the RWA and then submits the RWA to Pegasys (or submits the RWA to an “In Queue” status if the Pegasys-RETA Interface is offline). Furthermore, RETA/eRETA will automatically upload a copy the digitally signed 2957 Form to the Documentation Tool.

RWA_1626344   RWA History   Financial Review   ETN_SCWA0210016355024									
Upload New   Generate Customer Letter   Email Selected   Export to Excel File   Cancel									
Select Page Size: 20 ▼									
Documents									
Email	Share	Edit / Delete	Document Type	Document Name	Originator	Last Modified By	Last Modified Date	Upload Date ▼	Sy
Description									
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Estimates	<a href="#">RETA ESTIMATE 2017-02-23</a>	central.user...	central.user...	02/23/2017	02/23/2017	
RETA Generated Estimate - SCWA0210016355024									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a>	RWA 2957 Form	<a href="#">RETA 2957 Form 2017-02-23</a>	tina.vigorito...	tina.vigorito...	02/23/2017	02/23/2017	
RETA Generated 2957 Form Digitally Signed on 2017-02-23									
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	Customer Correspondence (Email)	<a href="#">regarding TAS</a>	tina.vigorito...	tina.vigorito...	01/12/2017	01/12/2017	
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	Other	<a href="#">Regional review approval</a>	tina.vigorito...	tina.vigorito...	01/12/2017	01/12/2017	
email									

*Copy of the Digitally Signed RWA 2957 Form automatically uploaded to the RETA/eRETA Documentation Tool*

### 1g) Automatic RETA email to GSA Data Entry User to Issue Acceptance Letter

Once RETA uploads a copy of the digitally signed RWA 2957 Form to the Documentation Tool, RETA will then send an automatic email to the GSA Data Entry user who initiated the request for signatures. This email will instruct the GSA Data Entry user to log into RETA, pull up the RWA that was just signed, and generate the RWA Acceptance Letter to be sent to the appropriate contacts.

## RETA/eRETA Digital Signature Enhancements

### **1h) When New Signatures are Required vs Optional on RWA Amendments**

RETA will require signatures for all new RWAs (A-input code) and for any RWA amendment (H- or X-input code) where one of the following fields changes from the previous RWA submission:

- authorized amount increase/decrease,
- customer fund year,
- customer fund type,
- customer fund expiration,
- customer Fund Certifying Official email address selected, or
- GSA-PBS Approving Official email address selected

When one of these fields is changed on an amendment, the "Submit to Pegasys" button on the "PBS Approval" tab will be disabled and the "Request Signature" button will be enabled, requiring the RWA to be routed for signature again. It will be important to identify how the customer agency Fund Certifying Official wishes to sign the amendment so GSA can make the appropriate selection on the "Customer Approval" tab – digital signature or manual signature radio button – and then the customer agency signature can be gathered appropriately.

***NOTE #1: The GSA Data Entry user can optionally choose to route any other RWA amendment for new signatures – even when one of the key fields above is not changed***

***NOTE #2: The customer agency Fund Certifying Official does not need to apply his/her signature in the same fashion on every amendment. If they manually signed the initial RWA, they can opt to digitally sign the next amendment and vice versa.***

***NOTE #3: If a customer agency eRETA user or GSA RETA user accidentally changes one of the above fields that will require new signatures, the amendment will have to be deleted and re-started in order to properly process an administrative amendment that does not require new signatures.***

## RETA/eRETA Digital Signature Enhancements

## 2) Signature History Tab

A new “Signature History” tab will be added to the “RWA History” screen for all RWAs. This tab will capture the signature history of all RWA transactions that require a signature after RETA 7.7 goes live in May 2017. The tab identifies what GSA Data Entry User initiated the signature request and when, the date and timestamp of the customer agency signer (or left blank if the customer manually signed the RWA), as well as the date and timestamp of the GSA signer. Also available is the “Evidence Summary” which is recorded by e-SignLive and uploaded into RETA after the signature routing process completes. The Evidence Summary captures information about each signer including the IP Address of the computer from which they applied their signature along with the date and timestamp their signature was applied.

RWA History

Signature History

Signature History

Requested Date	Requested By	Input Code	Agency Signer	GSA Signer	Final Action	Action Date	Comments
02/23/2017 01:34 PM	tina.vigorito...	A		steven.sacco...	Signed	02/23/2017 01:43 PM	SignLive Electronic Evidence Summary

1 Records found. Displaying page 1 of 1

RWA\_1626344

Financial Review

Documentation/Audit

Comments

ETN:SCWA0210016355024

*Signature History tab displaying the history of digital signatures applied to the RWA*

## RETA/eRETA Digital Signature Enhancements

### **3) RWAs Locked When Awaiting Signatures; Abandoning a Digital Signature Request (GSA Action Only)**

When an RWA is routed for signature, the RWA is locked and no additional edits can be made to the RWA until the signature routing process is complete (after all digital signatures are applied). RETA will display a status of “Signature-Requested” to indicate that the RWA is locked and currently awaiting for all digital signatures to be applied.

However, there may be an instance where an RWA is routed for digital signatures by the GSA Data Entry user and shortly after that a mistake was noted or a missing piece of data was identified that was not entered on the RWA currently being routed for signature. Any GSA Data Entry user in the region that ‘owns’ the RWA can halt the signature request by clicking the “Abandon Signature Request” button on the Customer Information tab (new, A-input code RWAs) or the RWA Summary screen (all amendments). After confirming this is the action desired, RETA will revert the RWA back to Pending-New or Pending-Mod status and allow additional changes to the RWA. The e-SignLive email previously sent to the customer and/or GSA signatory authorities will not be retracted, however any signatures they apply to that now abandoned request will not be sent back in to RETA.

Once all additional edits are made, the GSA Data Entry user can then route the RWA for signature again. The RWA signatory authorities will receive a new e-SignLive email to apply their digital signature. While the subject line will have a new sequential number in it to differentiate it from the abandoned signature request, it is recommended that the GSA Data Entry user send an email to the signatory authorities as well just to let them know of the situation. We anticipate this scenario to be rare.

You are in Read-Only Mode

CUSTOMER INFORMATION	WR/RWA Number: N1631261	Customer Request Date: 01/13/2017	Requested By:
	Status: Signature Requested	Customer Signature:	GSA Data Entry: stephaniem.walker@gsa.gov
BILLING INFORMATION	Input Code: A	GSA Region: 08	Estimate Tracking No. SCC00750615219012
	<p>Digital Signatures have been requested. In order to edit this RWA, you must first abandon the digital signature request.</p> <p><a href="#">Abandon Signature Request</a></p>		
ACCOUNTING DETAILS	RWA Type: N	WR/RWA Number: 1631261	
CUSTOMER APPROVAL	Agency Bureau: 07506		
	Agency Name: DEPARTMENT OF HEALTH AND HUMAN SERVICES, FOOD AND DRUG ADMINISTRATION		
	Primary Building State: Colorado	City: Lakewood	
	Building Number: CO0511AA	Building Name: DFC BLDG 20	
	Address: W 6TH AVE & KIPLING ST	Zip Code: 80225	

*RWAs awaiting digital signatures will carry a status of “Sig-Requested”; the “Abandon Signature” button allows a GSA Data Entry user to halt the signature process to make additional changes to the RWA*

## RETA/eRETA Digital Signature Enhancements

#### **4) Signatory Authority “Opting Out” of a Digital Signature Request**

As mentioned in section 1e above, digital signers must consent to the “eSign Disclosures and Consent” form first before they can apply their signature to the RWA 2957 Form. Any signer however can choose to “Opt Out” of applying their digital signature, either to the disclosure consent form or the RWA 2957 Form. To do so, the signer would click the “Opt Out” button in e-SignLive. Doing so will require the signer to enter a justification for why they are opting out of applying their digital signature. Once the justification is entered, eSL will send an email back to the GSA Data Entry user who initiated the signature process informing them of the signer who opted out along with the justification they entered.

The RWA at this point will return to its previous status of Pending-New or Pending-Mod and the GSA Data Entry user will then re-route the RWA for digital signatures again – after first resolving any issues that may have caused the signer to opt out of signing the RWA in the first place.

The screenshot shows the GSA e-signature interface. At the top left is the GSA logo. A navigation bar contains buttons: 'Opt Out' (highlighted with an orange box and arrow), 'Download', 'Decline', 'Confirm', and 'Language'. Below the navigation bar is a grey bar with the text: 'Please review and sign this Document by scrolling and clicking on the "Click to Sign" or "Click to Initial" boxes as indicated by the yellow stickies.' A modal window titled 'Opt Out' is open, displaying the text 'I want to OPT OUT of signing online' and a text area with the input 'I am not the appropriate customer Fund Certifying Official to sign this RWA.' The background shows a document with a GSA logo and a navigation bar with buttons like 'Opt Out', 'Download', 'Decline', 'Confirm', and 'Language'.

*A signatory authority chooses to 'opt out' of applying his/her digital signature*

## *RETA/eRETA Digital Signature Enhancements*

### **5) Other Electronic RWA Features Offered by GSA**

In addition to digital signatures, the May 2017 RETA/eRETA release allows customer agencies to enter RWA Work Requests and/or all of their RWA information (the equivalent to page 1 of the RWA 2957 Form) directly into eRETA. This new electronic workflow allows customer agencies to enter requests for new projects or services, obtain a unique tracking number, and route it to the appropriate GSA region immediately. GSA will then assign a project manager shortly thereafter to begin developing the project/service needs. Additionally, eRETA allows customer agencies to enter their entire RWA directly into GSA's RWA database, ensuring data is correctly entered and not mistakenly omitted. RETA/eRETA is also the source of many of the data elements printed on RWA billing statements.

For more information on entering Work Request and RWAs directly into GSA's RWA database (RETA/eRETA), please visit [www.gsa.gov/ereta](http://www.gsa.gov/ereta). This site has User Guides and Training Videos available for download. Additionally, in May and June 2017, links to sign up for live training demonstrations will be available.

### **6) Ways Customer Agencies Can Adopt Electronic RWA Processing**

#### **1) Entirely manual (existing way)- 0% electronic**

- contact GSA by phone/email/in person with project/service need,
- GSA Project Manager (PM) is assigned,
- work on requirements with GSA PM,
- fill out page 1 of the PDF 2957 Form,
- sign it with pen and ink,
- send to GSA for Receipt and eventual Acceptance

#### **2) Digital Signature Only - 25% electronic**

- contact GSA by phone/email/in person with project/service need,
- GSA PM is assigned,
- work on requirements, fill out page 1 of PDF 2957 Form,
- request to sign page 1 digitally (customer signatory authority will receive email to apply digital signature to RWA after all data on pages 1 and 2 is entered and validated first),
- RWA acceptance happens once both digital signatures (customer and GSA) are captured and automatically sent back to RETA

*Continues on next page >>>*



## META/eMETA Digital Signature Enhancements

### **6) Ways Customer Agencies Can Adopt Electronic RWA Processing, con't**

#### **3) Electronic Data Entry "Lite" - 75% electronic**

- "contact" GSA by entering the project/service need as a Work Request (WR) in eMETA (only 5 required data elements) and send to GSA,
- GSA will assign PM via META and customer will be notified by email who their GSA PM is,
- work on requirements with GSA PM,
- fill out page 1 of the PDF 2957 Form (using the WR number eMETA assigned earlier as the RWA number),
- sign it with pen and ink or the digital signature option,
- Receipt and Acceptance will vary based on which signature option selected.

#### **4) Entirely Electronic Data Entry and Signature - 100% electronic**

- "contact" GSA by entering the project/service need as a Work Request (WR) in eMETA (only 5 required data elements) and send to GSA,
- GSA will assign PM via META and customer will be notified by email who their GSA PM is,
- work on requirements with GSA PM,
- return to eMETA and complete all data entry fields that correspond to page 1 of the 2957 Form,
- select the digital signature option and enter the email address of the customer signatory authority in the appropriate field,
- select "Send to GSA" button to route customer completed portion of RWA to GSA,
- Customer signatory authority will receive email to apply digital signature to the RWA.

*NOTE: Customer signatory authority will receive email to sign RWA after all data in eMETA and META (equivalent of pages 1 and 2 of the 2957 Form) is entered and validated by GSA. RWA acceptance happens once both digital signatures (customer and GSA) are captured and automatically sent back to META.*

For Additional Questions the following resources are available:

- Navigate to [www.gsa.gov/ereta](http://www.gsa.gov/ereta) to apply for access and for additional eMETA training resources including user guides, promo guides, and FAQs
- Email the [COPBSApp@gsa.gov](mailto:COPBSApp@gsa.gov) with questions or issues about logging into the external Portal (effectively any part of the log-in process before getting into eMETA itself)
- Email us at [eMETA@gsa.gov](mailto:eMETA@gsa.gov) with questions about using or navigating eMETA (once inside the application itself)